

PERFORMANCE MEASURES REPORT - August 2014

GOAL	PERFORMANCE MEASURE	TOTAL	TARGET TOTAL	FIXED ROUTE	TARGET FIXED ROUTE	TROLLEY	TARGET TROLLEY	MATApplus	TARGET MATApplus
Ridership/Efficiency	Monthly Transit Boardings	746,327	754,000	688,051	640,000	37,165	94,000	21,111	20,000
	Passengers per Revenue Hour	18.9		24.2	26	17.0	37	2.4	2.5
Reliability/Quality	On-time Performance	50%		47%	60%	*	75%	85%	92%
	Miles Between Chargeable Road Calls	7,879		9,577	7500	22,348	460	4,740	7,500
Customer Focus	Passenger Complaints per 100,000 miles	53.7	45	62.9		13.4		33.0	
	Average Customer Call Wait Time (sec.)	253	150	-		-		-	
Safety/Security	Accidents per 100,000 Miles	3.6		3.4	1.25	8.9	3.2	3.3	1.75
	Preventable Accidents per 100,000 miles	1.3		0.5	0.275	8.9	1.4	2.6	0.55